

Introduced by Senator Bowen

February 25, 1999

An act to add Section 2889.7 to the Public Utilities Code, relating to telecommunications.

LEGISLATIVE COUNSEL'S DIGEST

SB 932, as introduced, Bowen. Telephone corporations: service: notice.

Under existing law, the Public Utilities Commission has regulatory authority with respect to telephone corporations. Existing law requires telephone corporations to provide specified customer and subscriber services.

This bill would require a telephone corporation that provides a new telephone service or feature to subscribers to immediately notify each subscriber in writing of that new service or feature. The bill would authorize a subscriber, within 5 days from the date that the subscriber receives such a notice, to request the telephone corporation to suspend the provision of any telephone service or feature described in that notice, and would require the telephone corporation, upon receipt of such a request, to suspend the provision of the specified telephone service or feature. The bill would prohibit a telephone corporation from imposing any charge for the suspension of a telephone service or feature. The bill would also prohibit a telephone corporation from imposing any charge for any telephone service or feature that a subscriber does not use. The bill would require a telephone corporation to reimburse a subscriber for any charge imposed by that

corporation for the inadvertent or unauthorized use of a telephone service or feature.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 2889.7 is added to the Public
2 Utilities Code, to read:

3 2889.7. (a) A telephone corporation that provides a
4 new telephone service or feature to subscribers shall
5 immediately notify each subscriber in writing of that new
6 service or feature.

7 (b) A subscriber, within five days from the date that
8 the subscriber receives a notice required pursuant to
9 subdivision (a), may request the telephone corporation
10 to suspend the provision of any telephone service or
11 feature described in that notice. The telephone
12 corporation, upon receipt of such a request, shall suspend
13 the provision of any telephone service or feature
14 specified in the request. A telephone corporation may not
15 impose any charge for the suspension of a telephone
16 service or feature pursuant to this subdivision.

17 (c) A telephone corporation may not impose any
18 charge for a telephone service or feature that a subscriber
19 does not use.

20 (d) A telephone corporation shall reimburse a
21 subscriber for any charge imposed by that corporation for
22 the inadvertent or unauthorized use of a telephone
23 service or feature.

